Impero Education Pro Installation Guide

© 2014 Impero Solutions Ltd.

www.imperosoftware.com

impero

power at your fingertips

CTP RELEASE

table of contents

Quick Start Guide 3

- Minimum System Requirements 3
- How to verify if you have the correct .NET Framework installed 3
- Installing .NET 3.5 SP1 Framework 4
- Download Impero Software 5
- Server Installation 6
- Installing Windows Clients 10
- Installing Apple Mac Clients 14
- Starting the Impero Console 15

Advanced Settings 15

- Reactivating Your Server 16
- Terminal Services & Virtual Desktop Environments 16
- Troubleshooting Server Install 17
- Troubleshooting Window Clients 19
- Troubleshooting Apple Mac Clients 20
- Using Apple Xserve 21
- DNS Record 21

CTP RELEASE

1 Quick Start Guide

This guide will take you through the process of installing and registering the Impero server and deploying the Impero clients. We have also included some advanced troubleshooting topics to answer your common questions.

1.1 Minimum System Requirements

Impero Server:

- Microsoft Windows XP SP3, Vista, Windows 7, Windows Server 2003/2008/2012
- Microsoft .NET Framework 3.5 SP1
- 32 Bit and 64 Bit operating systems
- Windows Installer 3.5
- 2.0+ Dual Core processor
- 4 GB RAM
- 100 MB HDD for Installation
- 10GB HDD for Logs (Space requirement depends on your retention policy)
- TCP/IP connection
- Internet Connection required for registering Impero Server

Note: *Actual requirements will vary based on your system configuration, number of clients, and the applications and features you choose to install.*

Impero Client:

Windows

- Microsoft Windows XP SP3, Vista, Windows 7, Windows Server 2003/2008, Citrix, NComputing, Virtualization
- Microsoft .NET Framework 3.5 SP1
- 32 Bit and 64 Bit operating systems
- Windows Installer 3.5
- Intel Pentium processor @ 1.6 Ghz
- 1 GB RAM
- TCP/IP connection
- At least 100mb HDD space

Apple Mac

- Intel Mac
- Apple Mac 10.5 and above operating systems
- 32 Bit and 64 Bit operating systems
- TCP/IP connection
- At least 100mb HDD space

Note*: Actual requirements will vary based on your system configuration, number of clients, and the applications and features you choose to install.*

1.2 How to verify if you have the correct .NET Framework installed

The Impero Server and the Impero Client both use the .NET 3.5 Service Pack 1 Framework.

Note*: .NET 3.5 SP1 is is not included as part of .NET 4.*

Please use the following checks to verify whether you have the correct version of .NET framework installed.

Microsoft Server 2008
Start > Administrative Tools > Server Manager > Features

Under features installed you are looking for .NET 3.0 or .NET 3.5.1. If you do not see either of these features then you will need to click on 'Add Feature' and select .NET.

© 2014 Impero Solutions Ltd.

Please refer to Microsoft's Server documentation for official procedures as those above are intended for demonstration purposes only.

Microsoft Server 2003
Control Panel > Add/Remove Programs

Under installed programs verify you have .NET 3.5.1 SP1 installed. If you do not have the correct .NET Framework installed then please click the button at the top of the page or visit the Microsoft website.

Please refer to Microsoft's Server documentation for official procedures as those above are intended for demonstration purposes only.

Microsoft Server 2000 SP4
Control Panel > Add/Remove Programs

Under installed programs verify you have .NET 3.5.1 SP1 installed. If you do not have the correct .NET Framework installed then please click the button at the top of the page or visit the Microsoft website.

Please refer to Microsoft's Server documentation for official procedures as those above are intended for demonstration purposes only.

Microsoft Windows XP
Control Panel > Add/Remove Programs

Under installed programs verify you have .NET 3.5.1 SP1 installed. If you do not have the correct .NET Framework installed then please click the button at the top of the page or visit the Microsoft website.

Please refer to Microsoft's Server documentation for official procedures as those above are intended for demonstration purposes only.

Microsoft Windows 7 / Vista
Control Panel > Programs > Programs and Features > Turn Windows features on or off

In the list of features, check for Microsoft .NET Framework 3.5.1, which should have a filled in checkbox marked next to it.

Note: *Windows 7 standard installation has a partial install of Microsoft .NET 3.5.1 framework that will work with Impero software. Reminder: Microsoft .NET 4 does not included the correct .NET framework needed to run Impero software.*

Please refer to Microsoft's Server documentation for official procedures as those above are intended for demonstration purposes only.

1.3 Installing .NET 3.5 SP1 Framework

If you do not have the correct version of .NET Framework installed, this can be downloaded from the Impero website.

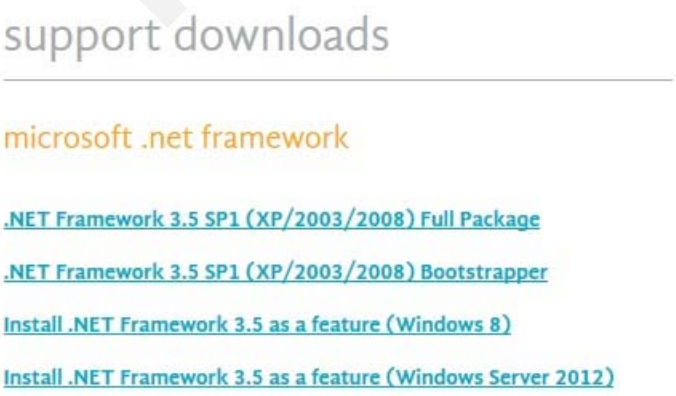
support downloads
microsoft .net framework
.NET Framework 3.5 SP1 (XP/2003/2008) Full Package
.NET Framework 3.5 SP1 (XP/2003/2008) Bootstrapper
Install .NET Framework 3.5 as a feature (Windows 8)
Install .NET Framework 3.5 as a feature (Windows Server 2012)

Image 1 - .NET Download

Click on the relevant link to be redirected to the Microsoft website where you can download the correct version of .NET Framework.

Follow the instructions on the Microsoft website, ensuring you download the correct version relevant to the operating system you are running. Once the download has completed, locate downloaded the file and double click to launch the installer.

Note*: if you are running Windows 7/Vista, please verify that .NET 3.5 is already running.*

CTP RELEASE

1.4 Download Impero Software

You will require an activation code to register and download Impero software. If you do not already have an activation code you may request one from our website.

To download Impero software, please visit the download section of our website. You will need to enter your email address and the activation code. Once you click on the 'Download' button you will be directed to new page which tells you the latest available version of software, and below that a list of your available downloads (Image 2). Please download the "Full Installation" of the software.

***Note**: If the 'Latest Version Available' does not match the 'Full Installation' version, there may be an upgrade available to you. Please contact your account manager, or Impero Support, if this is the case.*

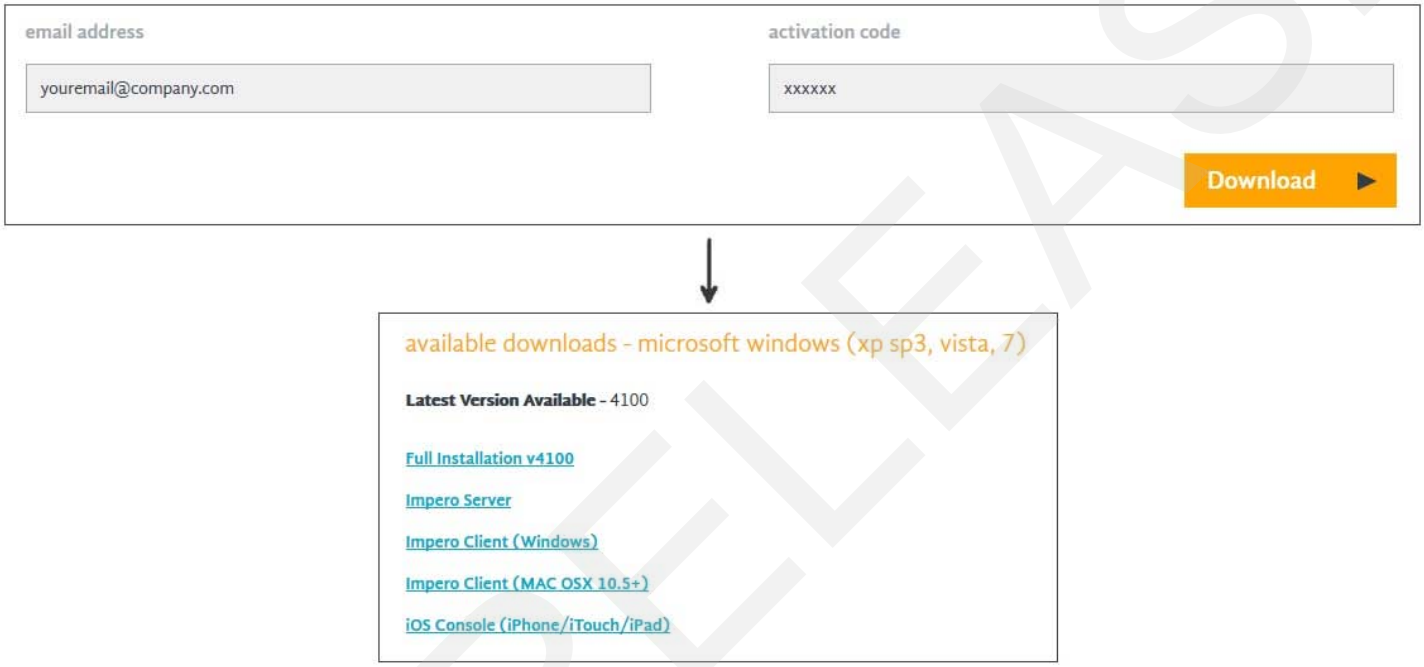

Image 2 - Software Download

You will then be prompted as to whether you wish to open the download file, or save it to your machine (Image 2.1). Click on the '**Save File**' option which will download the zip file to the default location on your PC.

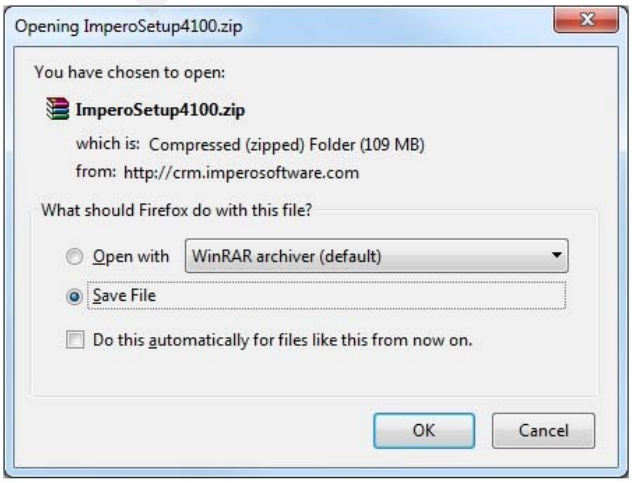

Image 2.1 - Impero Download

CTP RELEASE

1.5 Server Installation

Once your download has completed, locate the downloaded file and extract it. Open the extracted folder, and run the file called **ImperoSetup.exe** located in the ImperoSetup folder. This will open the 'Impero Setup' window (Image 3):

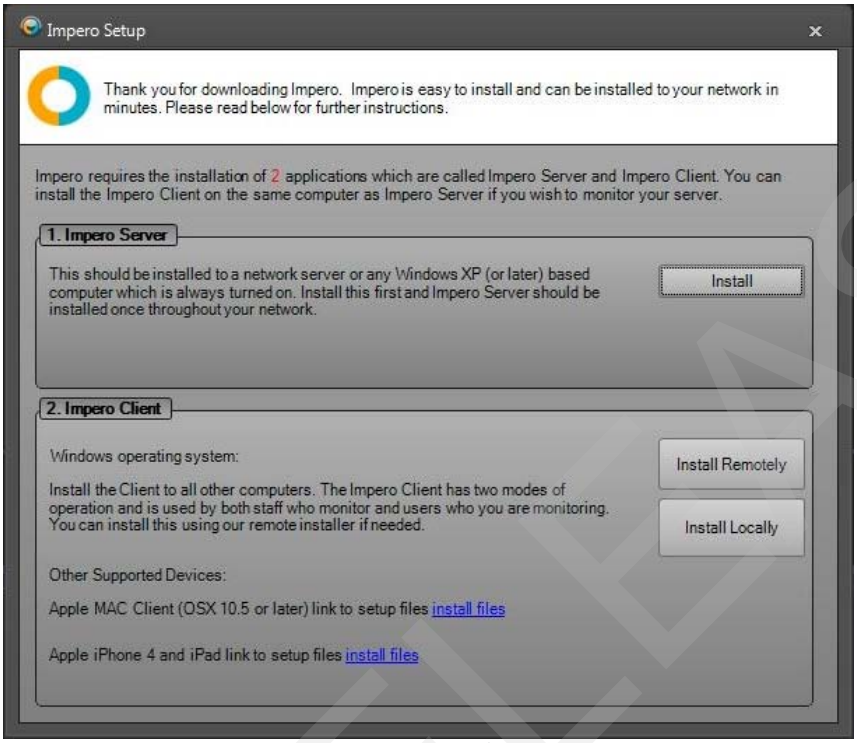
Impero Setup
Thank you for downloading Impero. Impero is easy to install and can be installed to your network in minutes. Please read below for further instructions.
Impero requires the installation of 2 applications which are called Impero Server and Impero Client. You can install the Impero Client on the same computer as Impero Server if you wish to monitor your server.
1. Impero Server
This should be installed to a network server or any Windows XP (or later) based computer which is always turned on. Install this first and Impero Server should be installed once throughout your network.
Install
2. Impero Client
Windows operating system:
Install the Client to all other computers. The Impero Client has two modes of operation and is used by both staff who monitor and users who you are monitoring. You can install this using our remote installer if needed.
Install Remotely
Install Locally
Other Supported Devices:
Apple MAC Client (OSX 10.5 or later) link to setup files install files
Apple iPhone 4 and iPad link to setup files install files

Image 3 - Impero Setup

This window will tell you that Impero requires the install of two applications - Impero Server and Impero Client.

You will first need to install the Impero Server, which you can do by clicking the '**Install**' button within the '1. Impero Server' panel at the top of the window. This will launch the ImperoServerSetup.msi installer which you can also find in the 'Installations' directory within your downloaded folder.

After clicking the 'Install' button, please proceed through the following steps:

1. You may be prompted with a security warning asking if you wish to run this file. Click on '**Run**'.
2. On the welcome screen, click on '**Next**'.
3. Read through the End-User License Agreement. If you accept the terms, select the checkbox to mark your acceptance and click on '**Next**'.
4. You are then prompted to select an install location for the Impero Server. If you are happy with the default location, click on '**Next**' and skip to step 7.
5. If you wish to change the install location, click on '**Browse**' to navigate to an alternate location.
6. Once you have selected your alternate location, click on '**Next**'.
7. Click '**Install**'.
8. Once the installation has completed, click on the '**Finish**' button to close the Impero Server Setup wizard window.
9. Impero Server is now installed. In order to continue setting up Impero, you then need to register your Impero Server.

Note: *Once the install is finished, please wait 1 minute before launching Impero Server*

Registering the Impero Server

1. Double click on the new Impero Server icon on your desktop (Image 3.1).

CONFIDENTIAL

Image 3.1 - Impero Server Icon

2. You will then see an 'Introduction' window explaining the registration process. Please read this window, and then click on '**Next**'.
3. Please enter the details that you are prompted for, and click on '**Next**' (Image 3.2)

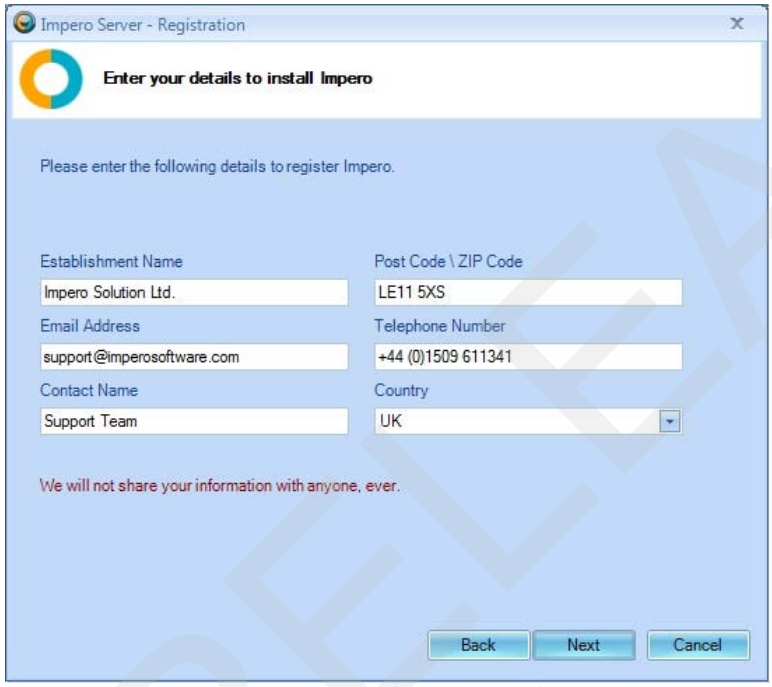

Image 3.2 - Impero Server Registration

4. On the following screen, enter your Activation Code (which you earlier used to download the Impero software package) and a desired password. This password will be used to access our online support forum, as well as become your default Impero Console access password; although this can be changed once your server is registered. Once these details are entered, please click '**Register**' (Image 3.3).

***Note**: The password field at this stage is restricted to a maximum of six characters in length.*

CTP RELEASE

© 2014 Impero Solutions Ltd.

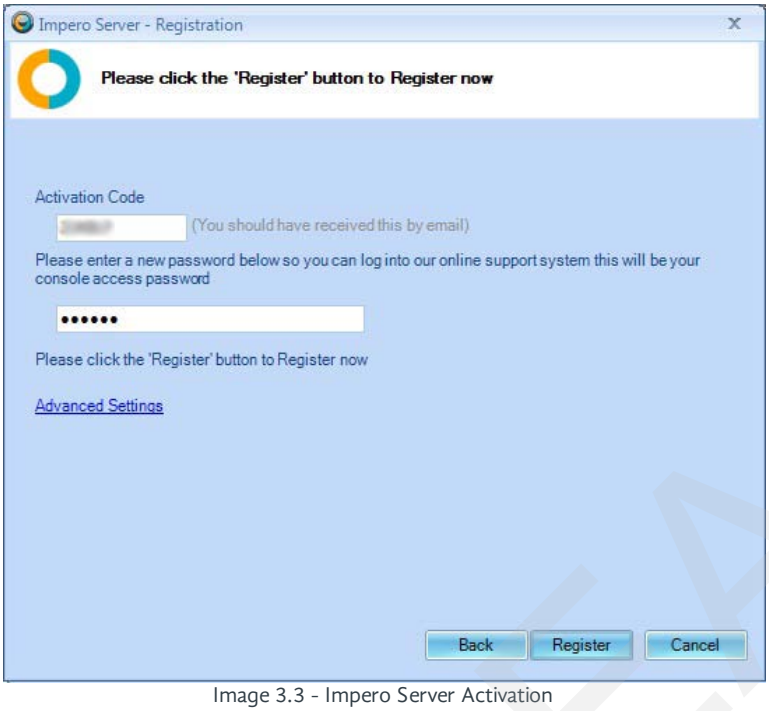
Impero Server - Registration
Please click the 'Register' button to Register now
Activation Code
(You should have received this by email)
Please enter a new password below so you can log into our online support system this will be your console access password
Please click the 'Register' button to Register now
Advanced Settings
Back
Register
Cancel

Image 3.3 - Impero Server Activation

5. If the registration is successful, please skip ahead to Step 16. If the Impero Server failed to register, please continue to Step 6.
6. If your Impero Server failed to register, click on '**Advanced Settings**' (Image 3.4)

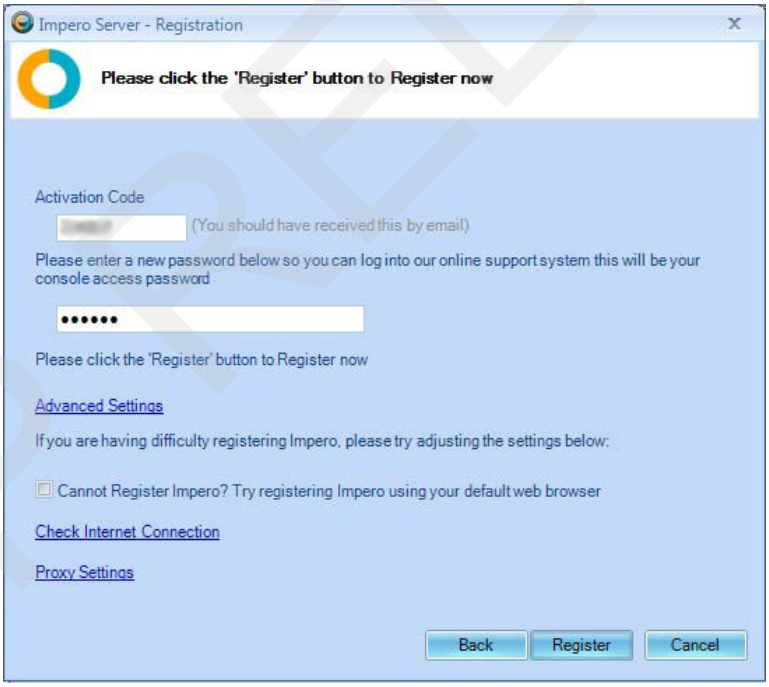
Impero Server - Registration
Please click the 'Register' button to Register now
Activation Code
(You should have received this by email)
Please enter a new password below so you can log into our online support system this will be your console access password
Please click the 'Register' button to Register now
Advanced Settings
If you are having difficulty registering Impero, please try adjusting the settings below:
Cannot Register Impero? Try registering Impero using your default web browser
Check Internet Connection
Proxy Settings
Back
Register
Cancel

Image 3.4 - Impero Activation Advanced Settings

7. If you are using a Proxy Server, click on '**Proxy Settings**'. Enter the relevant details and click on '**OK**' (Image 3.5):

CTP RELEASE

© 2014 Impero Solutions Ltd.

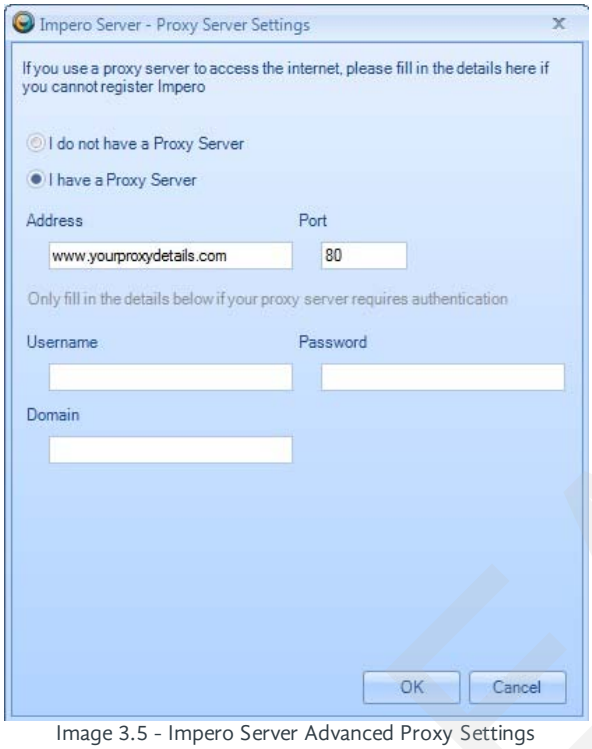
Impero Server - Proxy Server Settings
If you use a proxy server to access the internet, please fill in the details here if you cannot register Impero
I do not have a Proxy Server
I have a Proxy Server
Address
Port
www.yourproxydetails.com
80
Only fill in the details below if your proxy server requires authentication
Username
Password
Domain
OK
Cancel

Image 3.5 - Impero Server Advanced Proxy Settings

8. Click on the '**Register**' button
9. If the registration is successful, please skip ahead to Step 16. If the Impero Server still failed to register, please continue to Step 10.

10. Tick the box next to '**Cannot Register Impero? Try registering Impero using your default web browser**', located under Advanced Settings (Image 3.3).
11. Click '**Register**'. This will open the 'Register Impero using a Browser' wizard (Image 3.6).

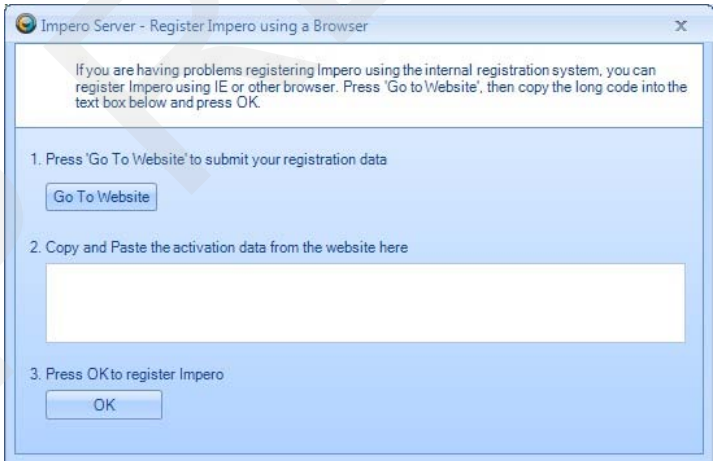
Impero Server - Register Impero using a Browser
If you are having problems registering Impero using the internal registration system, you can register Impero using IE or other browser. Press 'Go to Website', then copy the long code into the text box below and press OK.
1. Press 'Go To Website' to submit your registration data
Go To Website
2. Copy and Paste the activation data from the website here
3. Press OK to register Impero
OK

Image 3.6 - Register Impero using a Browser

12. Click '**Go To Website**'.
13. This will open your default web browser, and display an activation string. Select the string, and copy (CTRL + C) to your clipboard.
14. Switch back to the '**Register Impero using a Browser**' window (Image 3.6), and paste your activation string (CTRL + V) into the text area.
15. Click the '**OK**' button, which should now register your Impero Server.
16. Once the registration is complete you will be presented with a 'Registration Complete' dialogue box. Take note of the details, and click on '**Finish**'.
17. You should now also receive an email confirming these details, to the address that you specified in Step 3.
18. You will be then presented with another dialogue box telling you your default console password, which you entered in Step 4. Click 'OK'.

© 2014 Impero Solutions Ltd.

Impero Server - Important Information
Impero is currently setup to allow full access and a password is needed to access Impero Console
Default Password:
Note: We recommend that you setup access rights on Impero Server by clicking the 'Settings' and 'Console Access Rights' tab on the next screen
OK

Image 3.7 - Impero Access Details

19. The first screen you see is the License Tab where you can see details of your license. For further details, please see our Impero Server Guide (PDF format).
20. You are now ready to install the Impero Client across your network.

1.6 Installing Windows Clients

Once your Impero Server has been installed, you are then able to start installing the Impero Client. In order to do so, return to the file that you downloaded and extracted. If it not already open, re-run the ImperoSetup.exe file from within the ImperoSetup directory. You may be prompted with a security warning asking if you wish to run this file; click on '**Run**'. You may also get a warning dialogue explaining that you may be required to reboot your machine to complete the installation; click on '**OK**'. This will open the 'Impero Setup' window (Image 4)

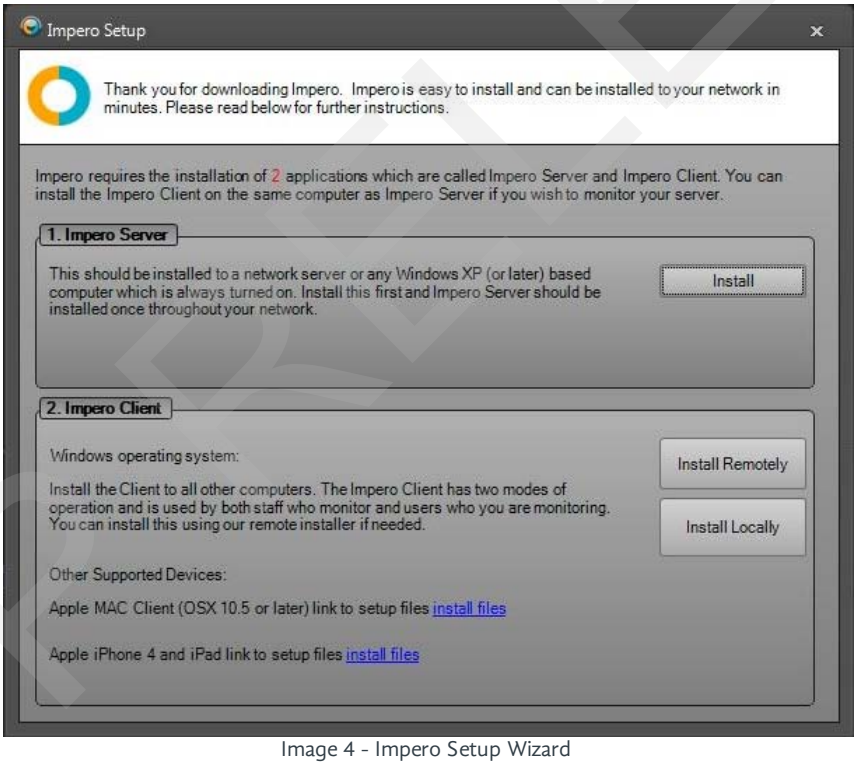
Impero Setup
Thank you for downloading Impero. Impero is easy to install and can be installed to your network in minutes. Please read below for further instructions.
Impero requires the installation of 2 applications which are called Impero Server and Impero Client. You can install the Impero Client on the same computer as Impero Server if you wish to monitor your server.
1. Impero Server
This should be installed to a network server or any Windows XP (or later) based computer which is always turned on. Install this first and Impero Server should be installed once throughout your network.
Install
2. Impero Client
Windows operating system:
Install the Client to all other computers. The Impero Client has two modes of operation and is used by both staff who monitor and users who you are monitoring. You can install this using our remote installer if needed.
Install Remotely
Install Locally
Other Supported Devices:
Apple MAC Client (OSX 10.5 or later) link to setup files install files
Apple iPhone 4 and iPad link to setup files install files

Image 4 - Impero Setup Wizard

You will be presented with the following two options for installing the Impero Client in the '2. Impero Client' panel.

Option 1: Install Locally

This will run the ImperoClientSetup.msi file on the PC you are currently on, which you can also find in the 'Installations' directory within your downloaded folder. Once the installer has finished the 'Impero Client' window will disappear and return you back to the 'Impero Setup' window. An 'Impero Console' desktop icon will be created and a system tray notification pop-up message will tell you when the client is active (Image 4.1). You can then begin to use the Impero Console, or continue to install further clients across your network.

STR RELEASE

Image 4.1 - Client Installed

Option 2: Install Remotely

This will open the 'Impero - Remote Deploy MSI' wizard (Image 4.2) which gives you three options with which you can deploy the Impero Client to your network. First you must select the desired computers to install the Impero Client to. You can do this a number of different ways; **Found Computers**, **Manual Add** and **Add Domain**.

Step 1 - Selecting Computers

Found Computers

You will be presented with a list of computers that have been found on your network by your computer on the left-hand side. You simply need to tick the computers that you would like to install the Impero Client on, and those that you have ticked will appear in the right-hand panel.

***Note**: This will only show computers that have been discovered by your Computer Browser service. This will only show PC's that have been switched on for at least 12 minutes and are also on the same VLAN. If it has not found the desired computers, see the 'Manual Add' and 'Add Domain' options.*

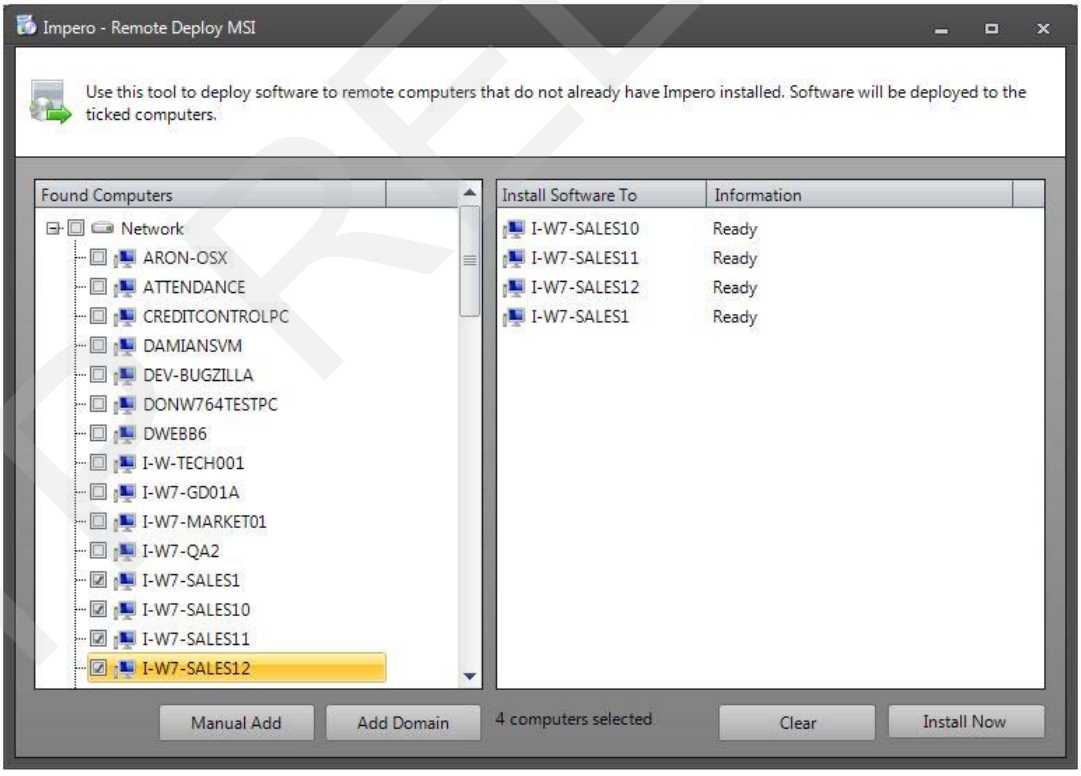

Image 4.2 - Remote Install Client, Found Computers

Manual Add

Enter a computer name or IP Address
This option allows you to either enter the computer name or the IP Address of the computer you would like to install Impero client on (Image 4.3).

Enter an IP Address Range

© 2014 Impero Solutions Ltd.

This allows you to enter a starting IP Address and an ending IP Address (Image 4.3). The 'Impero - Remote Deployment' wizard will then try to install the Impero Client to every IP Address in that range.

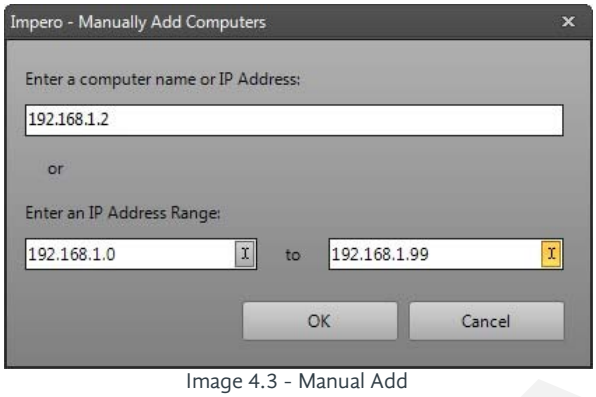

Image 4.3 - Manual Add

Any entries that you have added using either of these methods will then load a list of the Computer Names/IP Addresses into the right-hand panel of the 'Impero - Remote Deploy MSI' window.

Add Domain

This option will allow you to load your Active Directory (AD) structure into the 'Impero - Remote Deploy MSI' wizard (Image 4.4). Enter your Active Directory details and a valid set of credentials with which you can connect to your AD, and click '**OK**'. This will then load your AD structure into the 'Found Computers' panel on the left-hand side, underneath the list of computers that have been discovered on your network.

If you do not see your AD structure, you may need to minimise the 'Network' node by clicking on the ⊟ icon to the left of the 'Network' heading.

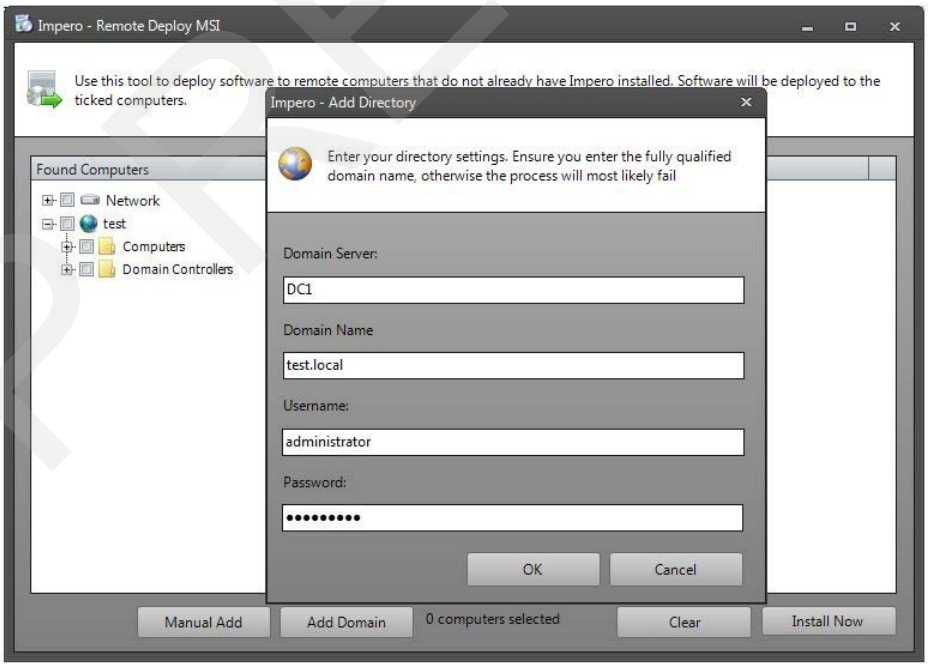

Image 4.4 - Add Domain

You then need to tick the computers that you would like to install the Impero Client on, and those that you have ticked will appear in the right-hand panel.

Step 2 - Installing the Client

- Once you have selected the remote computer(s) using your preferred method from Step 1, click the '**Install Now**' button.

© 2014 Impero Solutions Ltd.

- On the dialogue box 'Impero - Choose MSI', select 'Browse' to locate the ImperoClientSetup.msi. This file must be local to this machine as the MSI deployment tool does not support the use of shared directories.
- Leave the 'Enter Parameters' dialogue box blank as Impero Client already has the parameter silently built-in.
- Click '**OK**'.
- Click '**OK**' on the dialogue box warning you that Impero requires Microsoft .NET 2 Framework.
- In the 'Impero - Enter Password' dialogue box, enter a username and password that will allow you connection to the remote computer(s). You may choose to use a local admin user account or a domain admin user account.

  Local Account:
  Username: Administrator
  Password: password

  Domain Account:
  Username: Domain\Administrator
  Password: password

- Click '**OK**'.
- In the 'Impero - Enter Server IP' dialogue box, enter the IP Address of your Impero Server. If you do not know the IP Address, you can leave this blank as the Impero Client will do a UDP Broadcast to find the Impero Server. If you use multiple VLANs across your network, you will need to enter the IP Address of your Impero Server at this stage, or see creating a DNS record.
- Click '**OK**'.
- The Remote Deploy Wizard will now install the Impero Client on the computers you have selected. It will only deploy to ten computers at a time, reducing the amount of traffic on your network. As one client deployment finishes, another will start.
- You will either see 'Installation Successful' or an error message. If you receive an error message please refer to troubleshooting Windows clients.

Manual Installation of the Impero Client

In order to manually install the Impero Client on a computer, locate and run the ImperoClientSetup.msi file on the local PC. You may download this file or navigate to your Impero Server to retrieve this file. The default location of this file will be located at:

64 bit machines - 'C:\Program Files (x86)\Impero Solutions Ltd\Impero Server\Updates\ImperoClientSetup.msi'
32 bit machines - 'C:\Program Files\Impero Solutions Ltd\Impero Server\Updates\ImperoClientSetup.msi'

Copy the ImperoClientSetup.msi file to the machine that you wish to install the client on, and run the file.

Once it has finished the 'Impero Client' window will disappear and an 'Impero Console' desktop icon will be created. Once the Impero Client Service has started a system tray notification will pop-up a message telling you that it has connected to the Impero Server (Image 4.5). You can now begin to use the Impero Console.

Image 4.5 - Client Installed

FAQ's for Advanced Users

CTP RELEASE

Q. Can I include the Impero Client in a default image that can be pushed out to the rest of the network?
A. Yes, Impero can be installed on a master image that then can be pushed out to the rest of the network. Impero will not require any additional configuration settings once it has been installed on the image.

Q. What if we use multiple VLAN's on our network?
A. Impero supports multiple VLAN's. You just need to create a DNS Record or, when you remote deploy the Impero Client be sure to enter the IP Address of the Impero Server when prompted to do so.

Q. Can I use Group Policy Object (GPO) to deploy the Impero Client?
A. You may deploy the clients using Group Policy. Please refer to the Microsoft website for additional information.

Q. We have Thin Clients on our network, will Impero work?
A. Yes, Impero supports many different types of Thin Client, i.e. Terminal Server, NComputing, VMware, Citrix.

1.7 Installing Apple Mac Clients

The Impero Apple Mac Client provides the same capabilities of the Windows Client and gives you the ability to manage the Mac machine from any Microsoft Windows operating system. The Impero Mac Client works on Apple operating systems 10.5 and above.

To download the Impero Mac software, please visit our the download section of our website. You will need to enter your email address and Activation Code. Once you click on the 'Download' button you will be directed to new page which tells you the latest available version of software, and below that a list of your available downloads (Image 5). Please click on the 'Impero Client (MAC OSX 10.5+)' link to download the software.

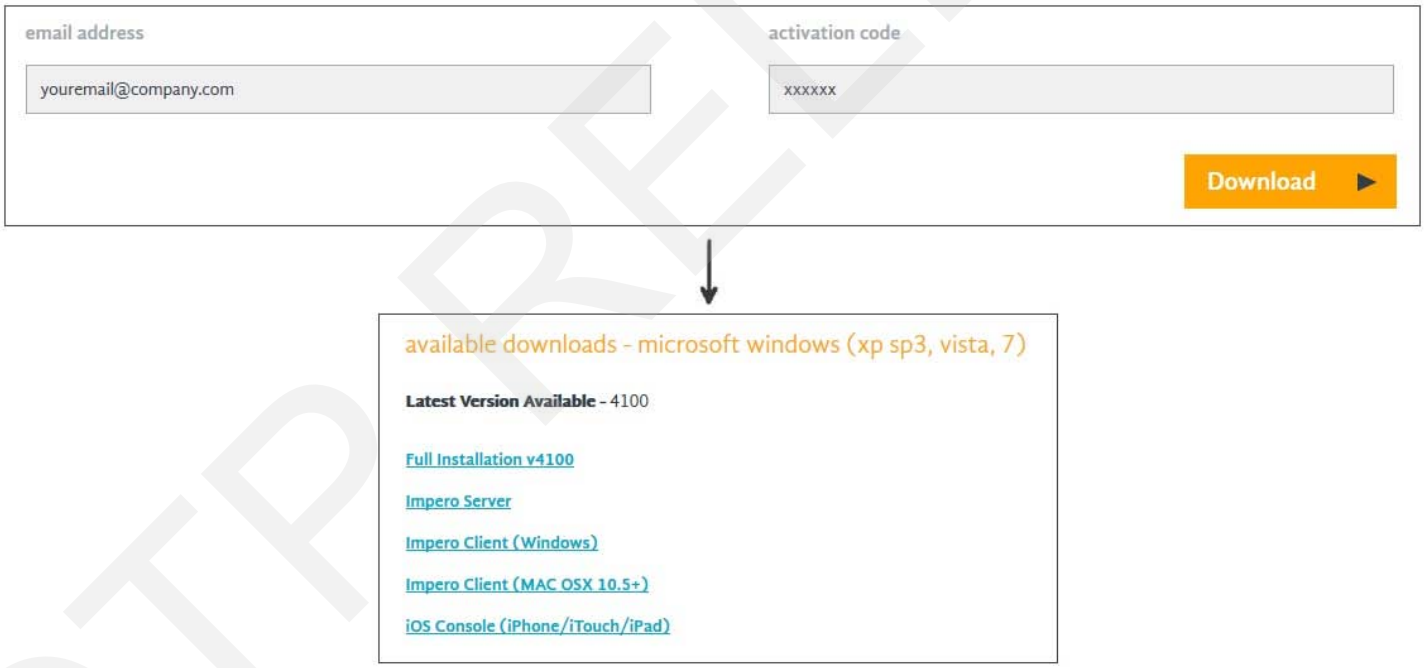

Image 5 - Impero Client Download

The Impero Apple Mac machines need to have the software installed manually onto them, or by any other means that you may have used in the past to deploy software to them.

***Note**: Once the Impero Apple Mac software is installed, you then will be able to use Impero to deploy software to your Macs.*

To install manually, double click the downloaded file and navigate through the proceeding steps. Once the install has finished the program will disappear. A system tray notification pop-up message will tell you when the client has connected to the Impero Server.

If you have any issues please see the section on 'Troubleshooting Apple Mac Clients'.

CTP RELEASE

1.8 Starting the Impero Console

To begin using Impero, locate the '**Impero Console**' shortcut icon (Image 6) on a Windows desktop and double click.

Image 6 - Desktop Icon

Alternatively, in the system tray locate the Impero icon (Image 6.1), right-click and then select '**Open Impero Console**'.

Image 6.1 - System Tray Icon

Image 6.2 - Password Box

You may be presented with the password entry box* (Image 6.2), or the Impero console will open (Image 6.3). This depends on how Impero has been configured.

***Note:** If you are not sure of your password please ask your network administrator.*

For further information on how to use the Impero Console, please see our Impero Console Guide (PDF format).

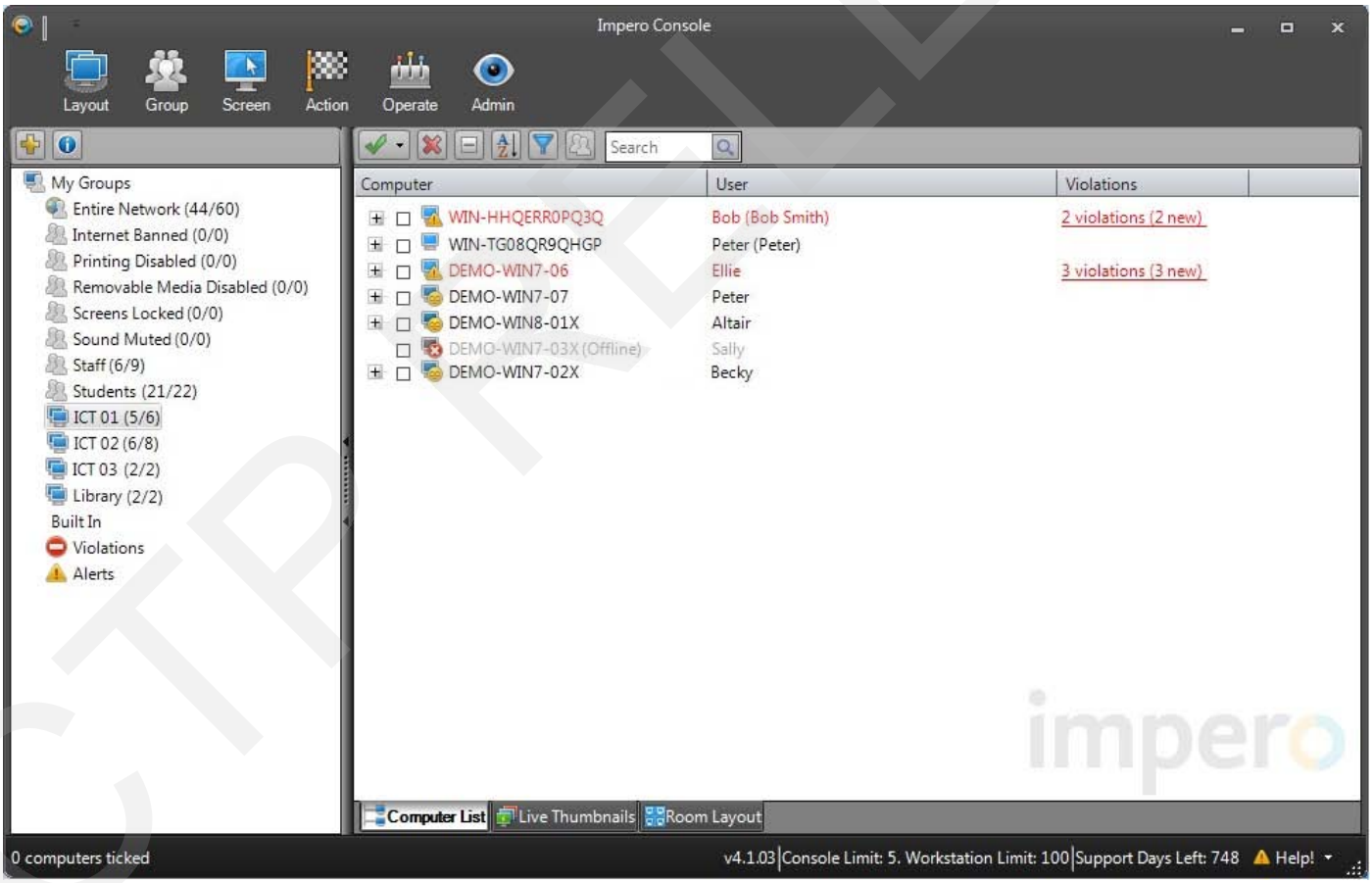

Image 6.3 - Impero Console

2 Advanced Settings

We have also included some advanced troubleshooting topics to help answer common questions when installing Impero Software.

© 2014 Impero Solutions Ltd.

2.1 Reactivating Your Server

If you receive the error message '**Your Impero Server needs registering or your trial period has expired**' (Image 7), please follow the steps below.

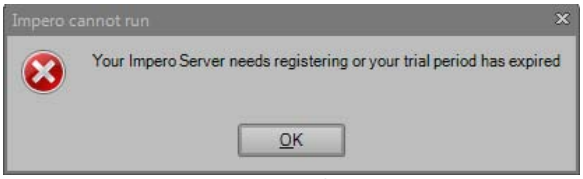

Image 7 - Impero Cannot Run

1. Open your Impero Server to verify if this is correct. If so you will need to reactivate your license first.
2. If you need to re-register your Impero Server, you will need to log in to our website.
3. You will need your Activation Code and your account password. This would have been emailed to you when you first registered your Impero Server.
4. Once you have logged in you will need to go to the top of the page and click the '**my account**' link (Image 7.1).

Image 7.1 - My Account

5. Click on the '**Options**' link across the top of the page.
6. Click the '**Reactivate Licence**' button (Image 7.2).

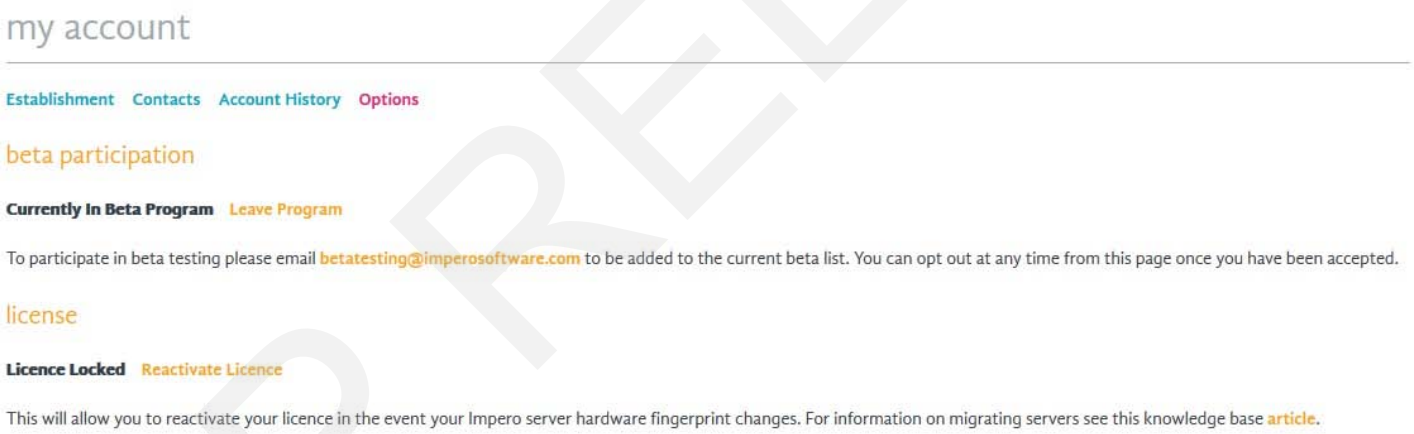
my account
Establishment
Contacts
Account History
Options
beta participation
Currently In Beta Program
Leave Program
To participate in beta testing please email betatesting@imperosoftware.com to be added to the current beta list. You can opt out at any time from this page once you have been accepted.
license
Licence Locked
Reactivate Licence
This will allow you to reactivate your licence in the event your Impero server hardware fingerprint changes. For information on migrating servers see this knowledge base article.

Image 7.2 - Reactivate License

7. Once you have done this, you will be able to re-register your Impero Server.

2.2 Terminal Services & Virtual Desktop Environments

While you can install the Impero Server to a virtual server, it is important to bear in mind that the Impero Server should never be installed to a Terminal Services Server, and ideally not onto a Virtual desktop delivery server.

Virtual Desktops

Install the Impero Client onto the golden/template image, as you would a normal application. This applies for Citrix XenDesktop and other VDI technologies such as NComputing and VMWare.

Terminal Services

To install the Impero Client, log onto the terminal server console as a member of the Domain Admins group and install Impero as you would any other software. Do not forget to put the Terminal Server into Install Mode. This methodology also applies for older versions of Citrix.

CTP RELEASE

Windows Terminal Server 2003: http://technet.microsoft.com/en-us/library/cc781026(v=WS.10).aspx
Windows Terminal Server 2008: http://technet.microsoft.com/en-us/library/cc742815(v=WS.10).aspx

VMware View Desktop visualization

Base template and a cloned desktop pool
Install the ImperoClientSetup.msi to the base image. If you want the name of the Thin Client to report back to the Impero Console, you will need to install VMware Tools.

Static Virtual Machine
Install the ImperoClientSetup.msi to each static virtual machine in use.

Citrix Xen Desktop

Base template and a cloned desktop pool
Install the ImperoClientSetup.msi to the base image. If you want the name of the Thin Client to report back to the Impero Console you will need to install Citrix Tools.

Static Virtual Machine
Install the ImperoClientSetup.msi to each static virtual machine in use.

Citrix Xen App

For Published Desktops
Deploy the Impero Client to the XenApp server using the Citrix recommended install practices.

For Application Publishing
This is currently an unsupported configuration for Impero. It has not been tested and is therefore not currently supported.

NComputing

Install the ImperoClientSetup.msi on the NComputing host computer.

***Note**: Please refer to vendor's documentation for official procedures, as those above are intended for demonstration purposes only.*

2.3 Troubleshooting Server Install

Q: I cannot install the Impero Server, I get an error message saying I do not have administrative rights.

A: This is usually a .NET error. You will need to verify that the correct version of .NET is installed.

Q: My Impero Server just hangs during installation (Image 8).

A: You will need to verify that the correct version of .NET is installed, or alternatively you could disable your Anti-Virus system and try re-installing your Impero Server.

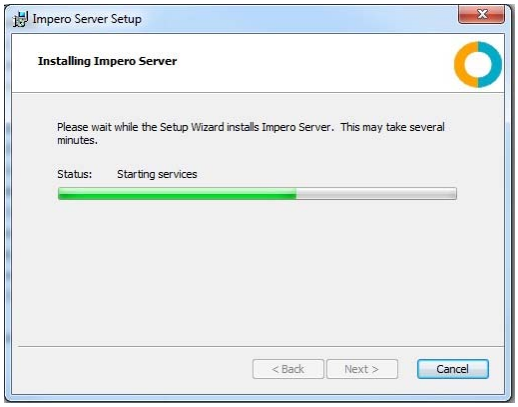
Impero Server Setup
Installing Impero Server
Please wait while the Setup Wizard installs Impero Server. This may take several minutes.
Status: Starting services
< Back
Next >
Cancel

Image 8 - Service will not start

CTP RELEASE

Q: I cannot register my Impero Server

A: Check your proxy setting details on the register window. You may need to add the following websites access through your web filter; www.imperov3.co.uk, www.imperosoftware.com or see the question; **This server does not have access to the internet. How can I register Impero?**

Q: The Impero Server says that it is already registered.

A: If this is the first time you are registering the Impero Server then remove the tick from '**Can't Register Impero? Try registering Impero using your default web browser**' located under the Advanced Settings section and click the Register button.

A: If you do not have internet access then click the back button and shorten your contact details. The amount of information that is being encrypted is to large for your web browser. Once you have shortened your contact details, click next and then register. You should then see the encrypted key. You then need to highlight this, and copy and paste back into the Impero Server registration window as shown in Image xx.

Q: This server does not have access to the internet. How can I register Impero?

A: You will need to tick '**Can't Register Impero? Try registering Impero using your default web browser**' located under the Advanced Settings section and click the Register button.

1. A new window (Image 8.1) will open. Click '**Go To Website**'.

Impero Server - Register Impero using a Browser
If you are having problems registering Impero using the internal registration system, you can register Impero using IE or other browser. Press 'Go to Website', then copy the long code into the text box below and press OK.
1. Press 'Go To Website' to submit your registration data
Go To Website
2. Copy and Paste the activation data from the website here
3. Press OK to register Impero
OK

Image 8.1 - Register Impero using a browser

2. This will open your default browser and fail as you do not have internet access, but it will generate a long URL (Image 8.2) that you need to copy and paste into a document, i.e. Notepad.

Image 8.2 - URL Code

3. Open the document on a PC that does have internet access.
4. Then copy and paste the content of the document into the address bar of your browser and press enter on your keyboard.
5. This will contact the Impero Licensing Server and generate a long code that will be displayed in the browser window.
6. Select all of the code in the browser window and paste into a document.
7. Open the document on the Impero Server, and copy and paste the code into Step 2 of Image xx.
8. Click '**OK**'.

© 2014 Impero Solutions Ltd.

2.4 Troubleshooting Window Clients

Q: I am getting errors when trying to deploy the Client remotely

A: Please work through the troubleshooting steps below:

- Verify all firewalls are off during the remote deployment; both Anti-Virus and Windows Firewall.
- Make sure that you can open the C$ share (e.g. \\computername\C$) as the Impero Remote Deploy needs this to be available for the remote deployment tool to work.
- Make sure the MSI is located on the machine you are deploying from, as the Impero Remote Deploy tool does not work from shared directories.
- Try deploying to the IP Address of the machine rather than the computer name to verify your DNS is correct. If Impero installs using the IP Address of the machine then you have a DNS issue.
- Manually install the client on the PC. This will give you a better understanding of what may be happening on the PC. If the client installs but does not connect to the Impero Server, please see creating a DNS record.
- Check Event Viewer logs on the workstation.

Q: I can't install the Impero Server; I get an error message saying that I do not have administrative rights.

A: This is usually a .NET error. You will need to verify that the correct version of .NET is installed.

Q: The Impero Client cannot connect to the Impero Server.

A: Please work through the troubleshooting steps below:

- Do you have VLAN's across your network? If so, and you use a DNS Server then you can create a DNS record that will give the clients the correct information in order to connect the Impero Server.
- The first time you install Impero Client it creates a local text file called ServerIP.txt if it can find the Impero Server ('**C:\Program Files\Impero Solutions Ltd\ImperoClient\ServerIP.txt**'). This stores the IP Address of your Impero Server. If this file is missing you can create this text file manually and enter the IP Address of your Impero Server in it. You may need to open 'services.msc' and stop the 'Impero Client SVC' service and then restart it once you have created the ServerIP.txt file.

Q: The Impero Client is saying 'Your Impero Server needs registering or your trial period has expired'.

A: Please work through the troubleshooting steps below:

- The Impero Server has become unregistered. The most probable cause would be that the hardware footprint of your server has changed by either adding new hardware or something dynamically assigned has changed. You need to reactivate your account before you are able to re-register your server again.
- If your Impero Server opens without asking you to register then you have multiple Impero Servers installed. On the PC that is showing the error message open the following file 'C:\Program Files\Impero Solutions Ltd\Impero Client\ServerIP.txt', this will tell you the IP Address of second Impero Server. You need to remove this as you should only have one Impero Server per network.

Q: I can see the client in the Impero Console but I am unable to remote control the machine.

A: Please work through the troubleshooting steps below:

Turn off Windows Firewall on both clients and test again. If this works then you need to verify you have allowed all Impero Firewall exceptions through your firewalls:

C:\Program Files\Impero Solutions Ltd\Impero Client\imperoclient.exe
C:\Program Files\Impero Solutions Ltd\Impero Client\ImperoClientSVC.exe
C:\Program Files\Impero Solutions Ltd\Impero Client\ImperoControlLibrary.dll
C:\Program Files\Impero Solutions Ltd\Impero Client\NRControlViewer.dll
C:\Program Files\Impero Solutions Ltd\Impero Client\ImperoUtilities.exe

You need to be able to ping both directions between the PCs.

© 2014 Impero Solutions Ltd.

Impero uses the following ports:

TCP/UDP Ports 30015 - Reserved for Impero Server
TCP/UDP Ports 30016 - Reserved for Impero Server
TCP/UDP Ports 30017 - Reserved for Impero Server
TCP/UDP Ports 30018 - Reserved for Impero Server
TCP/UDP Ports 30019 - Reserved for Impero Server
TCP/UDP Ports 30020 - Reserved Proxy or Thumbnail view
TCP/UDP Ports 30021 - 30521

Note: This example is based on seeing 500 thumbnail clients at once. The port numbers from 30021 to 30521 is based on how many thumbnails you can see at once and may be adjusted to fit your needs.

2.5 Troubleshooting Apple Mac Clients

Q: The Mac icon is appearing, however, the client is not connecting to the Impero Server.

A: If, after you install the Mac client, the Impero icon appears in the task tray but appears grey, this then means that it cannot find the Impero Server. The most likely cause of this is that the Impero Client cannot find the Impero Server via UDP Broadcast. This is often seen on networks where VLAN's are utilised. See the section below for 'How do I use a Fixed IP Address?'

Q: How do I display the Impero error logs?

A: Run the following command on a terminal session within the Mac client:

```
tail -1000 /var/log/system.log | grep impero
```

In the error log output look for the following entry every 30 seconds:

```
09:48 DT-S-WS10-023com.imperosoftware.imperoclientsrv[54]: CServerConnection::DoBroadCast
09:49 DT-S-WS10-023com.imperosoftware.imperoclientsrv[54]: CServerConnection::DoBroadCast
09:49 DT-S-WS10-023com.imperosoftware.imperoclientsrv[54]: CServerConnection::DoBroadCast
```

This means that the client cannot find the Impero Server via UDP Broadcast. This is often seen on networks where VLAN's are utilised. See the section below for 'How do I use a Fixed IP Address?'

Q: How do I use a 'Fixed IP Address'?

A: To force the Impero Client running on Mac OSX to automatically find the Impero Server, instead of doing a UDP Broadcast then run the following two commands in a terminal session:

```
sudo defaults write /Library/Preferences/com.impero-solutions-ltd.ImperoClientSrv host 192.168.1.1

sudo defaults write /Library/Preferences/com.impero-solutions-ltd.ImperoClientSrv port 30015
```

Replace the *192.168.1.1* for your Impero Server IP Address.

Q: Internet blocking & logging is not working on the Mac

A: The proxy is set through your XServe and you need to tell it about Impero. See section 'Using Apple XServe'.

CTP RELEASE

© 2014 Impero Solutions Ltd.

2.6 Using Apple Xserve

How to set the Impero Proxy with your Xserve

Impero needs to be setup to work with the Apple Xserve or it will not block or log any internet traffic. You will need to replace your existing proxy (Image 9) with the Impero proxy settings and then tell the Impero proxy what IP Address and Port to use for your existing proxy.

***Note**: Impero currently does not work with proxy.pac files within Xserve.*

Image 9 - Xserve Workgroup Manager

Step 1

Set Proxy Autoconfig Url to: http://localhost:30020/impero_proxy.pac

***Note**: Other proxy options should be disabled.*

Step 2

On the Mac OSX clients, open terminal and enter the following command without quotes. It must be one continuous line of code. Please press enter after you have entered each line of code. Change 10.0.0.1 to your proxies IP Address and also change 8080 to the correct port that your proxy is using.

```
"sudo defaults write /Library/Preferences/com.impero-solutions-ltd.ImperoClientSrv persistent_proxy true"
"sudo defaults write /Library/Preferences/com.impero-solutions-ltd.ImperoClientSrv proxy_host 10.0.0.1"
"sudo defaults write /Library/Preferences/com.impero-solutions-ltd.ImperoClientSrv proxy_port 8080"
```

Verify that Internet blocking and logging are now working correctly on your Apple Mac clients.

2.7 DNS Record

You can create a DNS record to ensure that both Windows and Mac Impero Clients are able to find the Impero Server, even if it is located in on different VLAN. In order to do so, please go through the following steps:

1. Open your DNS Manager (Image 10).
2. Expand the 'Forward Lookup Zones'.
3. Locate your domain and select it.
4. Right click and choose '**New Host (A or AAAA)**'.
5. Under 'Host' enter '**impero_server**'.
6. Under 'IP Address', enter the IP Address of your Impero Server.

GTB RELEASE

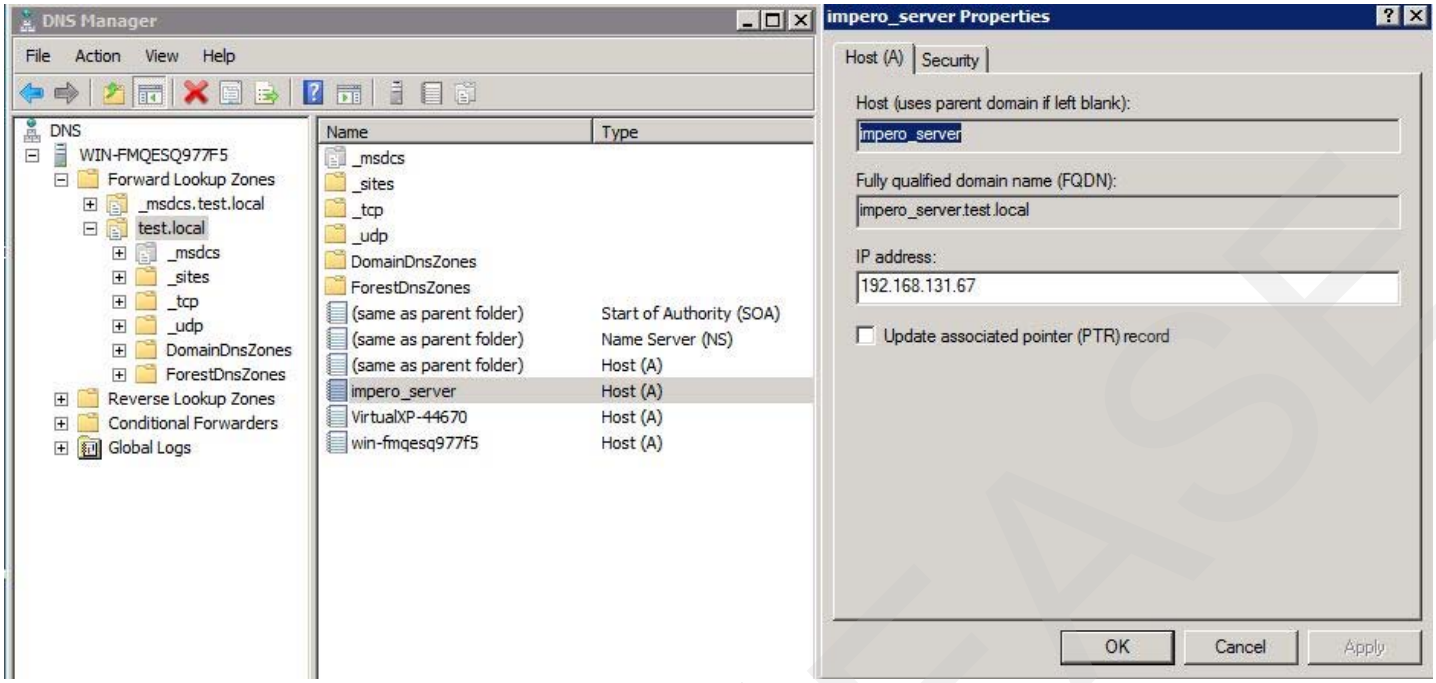

Image 10 - DNS Manager

***Note**: If this does not immediately resolve any issues you may be experiencing, you may need to restart the affected computer, or run an '**ipconfig /flushdns**' command in the Command Prompt of the affected computer.*

CTP RELEASE